

ACR WIRELESS LAN ARCHITECTURE

Upgrade and 24/7 Support for a 7-Campus Wireless LAN Architecture

An established Health Care Consortium of Hospitals, Outpatient Facilities, and Doctors' Offices in Eastern Pennsylvania turns to ACR when their Wireless Network Management provider leaves them without support.

Production Emergency: When this customer ("The Hospital") learned that their Wireless equipment was no longer supported by the company that sold it to them due to outdated software versions and complicated corporate partnerships, the Hospital turned to ACR for emergency support. Since the Hospital already worked with ACR on other projects and knew that ACR was certified in their solution, and because the Hospital was familiar with ACR's expert knowledge, experience, and resources, ACR was awarded the contract to support this mission-critical wireless LAN.

24 x 7 Support: The Hospital was encouraged that ACR offered them around-the-clock support, both remotely and on-site. By managing the escalation process, ACR works as single point-of-contact for the Hospital's wireless network. If ACR can't fix the problem remotely, ACR dispatches technicians to the site as well as coordinates troubleshooting and equipment replacement as needed with the vendor. ACR turned a wireless nightmare into production piece-of-mind.

Maintenance Contract Support: The Hospital had managed a number of vendor maintenance contracts, each with its own anniversary renewal date and other contract details. ACR provided its proven Maintenance Contract Support process to centralize the management of these contracts and worked with the vendor to create a single co-terminus Maintenance contract. ACR also takes a proactive posture in assuring regular renewals occur without lapse in coverage. This seven-campus complex wireless network now boasts a simple and automated maintenance support process that assures coverage and eliminates headaches.

Software Upgrade: The Hospital was concerned that much of their production equipment and processes were running on outdated code within the Wireless architecture. Version upgrades were delayed by doubts about the flexibility of these legacy systems in the face of new software versions. ACR worked onsite with the Hospital and with numerous solution providers to execute the much-needed upgrades with minimal service disruption.

Conclusion: From requirements gathering and design through implementation upgrade and turn-up into production, ACR's understanding of the challenges, the architecture, and the contributing vendor products allowed the Hospital's Network to be upgraded and returned to production while the Hospital to remain focused on its core business – savings lives and serving patients. The system has been up and running with normal operations, and the customer remains confident with ACR as a full-service solution support provider.

ATRION
COMMUNICATION
RESOURCES

185-I Industrial Parkway
Branchburg, NJ 08876
Phone: 908-231-7777
Fax: 908-231-8228
E-mail:
info@AtrionComm.com

www.AtrionComm.com

ACR WIRELESS LAN ARCHITECTURE

The Challenge

An existing Network with outdated software and a service provider leaving the business needed:

- Ongoing Production Support
- Minimal Downtime
- Software Upgrade
- Maintenance Agreements
- Central point of Contact
- Web based administration
- 24x7 remote & onsite support

The Solution

To fully meet the businesses challenges and provide the customer with the *best possible* solution, ACR:

- Upgraded all Hardware
- Worked with vendors to ensure Application integrity
- Created a primary and secondary contact plan for 24x7 Support
- Arranged new maintenance into a single co-terminus contract
- Provided onsite support throughout the upgrade cycle.

The Benefit

By choosing ACR, this customer was able to realize the following benefits:

- Improved system reliability
- Enabled ongoing vendor support
- Outsourced total management burden
- Best-in-breed solution leveraging existing hardware
- Single point of contact
- Multi-site fault-tolerant production wireless system
- Complete and thorough documentation of solution
- Reduced staffing expense, including finding, training, and retaining full-time staff with necessary skills

ATRION
COMMUNICATION
RESOURCES

185-I Industrial Parkway
Branchburg, NJ 08876
Phone: 908-231-7777
Fax: 908-231-8228
E-mail:
info@AtrionComm.com

www.AtrionComm.com